

Department of Social and Health Services

DP Code/Title: PL-SX Employee Complaint Line

Program Level - 110 Admin & Supporting Svcs

Budget Period: 2003-05 Version: 2S 03-05 1st Sup Agency Req as Submt

Recommendation Summary Text:

This decision package request funding to establish a 1-800 telephone line to ensure that all the Department of Social and Health Services (DSHS) employees have an avenue for filing harassment complaints outside their chain of command. Statewide result number 5.

Fiscal Detail:

Operating Expenditures

	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Program 110			
001-1 General Fund - Basic Account-State	15,000	15,000	30,000
001-2 General Fund - Basic Account-Federal	1,000	1,000	2,000
001-A General Fund - Basic Account-DSHS Fam Support/Chi	1,000	1,000	2,000
001-C General Fund - Basic Account-DSHS Medicaid Federa	5,000	5,000	10,000
Total Cost	22,000	22,000	44,000

Staffing

Package Description:

Allegations of sexual harassment at Western State Hospital (WSH) resulted in a court supervised investigation of sexual harassment allegations at WSH. The plan of action developed to respond to the investigation report, approved by the court assigned special master, stipulates the development of additional avenues for employees to file complaints. The 1-800 line provides an external alternative for reporting allegations of harassment for DSHS employees who may need the additional assurance of anonymity and safety to report allegations of harassment or discrimination. If funded the 1-800 line would be implemented immediately.

Narrative Justification and Impact Statement

How contributes to strategic plan:

Performance Measure Detail

Program: 110

Goal: 09K DSHS provides a safe environment for employees and clients.

No measures submitted for package

Incremental Changes
FY 1 **FY 2**

Reason for change:

Many DSHS employees feel that they do not have a place where they can report complaints other than through the normal chain of command. The complaint line is an external entity that would be staffed 24-hours a day seven days a week. Complaint reports would be sent within 24-hours so they can be followed up with and investigated in a timely manner. The 1-800 line would provide another avenue for filing complaints outside their chain of command. The ability to respond to complaints in a timely manner would help ensure a better working environment for all employees.

Impact on clients and services:

Department of Social and Health Services

DP Code/Title: PL-SX Employee Complaint Line
Program Level - 110 Admin & Supporting Svcs

Budget Period: 2003-05 Version: 2S 03-05 1st Sup Agency Req as Submt

None

Impact on other state programs:

None

Relationship to capital budget:

Not applicable

Required changes to existing RCW, WAC, contract, or plan:

Not applicable

Alternatives explored by agency:

One alternative is to provide this service internally. The cost of supporting an internal complaint line five days a week, eight hours a day with a secretary would be approximately \$26,000 a year.

Budget impacts in future biennia:

These costs would be carried forward in the future.

Distinction between one-time and ongoing costs:

All cost would be ongoing.

Effects of non-funding:

The current processes for reporting allegations of sexual harassment and other forms of discrimination may continue to discourage employees from reporting these activities, which could increase DSHS' risk exposure.

Expenditure Calculations and Assumptions:

The cost is estimated at \$1.00 per employee, approximately \$19,000 + 8 percent tax and annual cost of \$2,000 for training and internal promotion.

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Program 110 Objects			
E Goods And Services	22,000	22,000	44,000

Department of Social and Health Services

DP Code/Title: PL-SX Employee Complaint Line

Program Level - 110 Admin & Supporting Svcs

Budget Period: 2003-05 Version: 2S 03-05 1st Sup Agency Req as Submt

DSHS Source Code Detail

Program 110		<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State				
<u>Sources</u>	<u>Title</u>			
0011	General Fund State	15,000	15,000	30,000
<i>Total for Fund 001-1</i>		15,000	15,000	30,000
Fund 001-2, General Fund - Basic Account-Federal				
<u>Sources</u>	<u>Title</u>			
E61L	Food Stamp Program (50%)	1,000	1,000	2,000
<i>Total for Fund 001-2</i>		1,000	1,000	2,000
Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi				
<u>Sources</u>	<u>Title</u>			
563I	Title IV-D Child Support Enforcement (A) (66%)	1,000	1,000	2,000
<i>Total for Fund 001-A</i>		1,000	1,000	2,000
Fund 001-C, General Fund - Basic Account-DSHS Medicaid Federa				
<u>Sources</u>	<u>Title</u>			
19UL	Title XIX Admin (50%)	5,000	5,000	10,000
<i>Total for Fund 001-C</i>		5,000	5,000	10,000
Total Program 110		22,000	22,000	44,000